

Limited Warranty

Steel Sucker Rod

Norris, A Dover Artificial Lift Company, Tulsa, Oklahoma, (hereinafter called “Norris”) warrants its steel sucker rods, pony rods, and couplings for a period of two (2) years to the original purchaser or user with support of invoice that if any sucker rod, pony rod or coupling is found defective (defined as the condition causing a downhole failure in the original well for which they were designed or purchased) in material or workmanship, Norris will replace the same sucker rod, pony rod, or coupling without cost to the original purchaser or user. Norris will also, in such event, pay the normal well servicing cost directly related to the fishing and rerunning of the rod string, to the point of such failure only. No other consequential cost or damages shall be the liability of Norris.

To the extent Norris provides technical information, advice or service concerning Norris’ sucker rods, pony rods or couplings or the use of its sucker rods, pony rods or couplings, whether with or without charge, such technical assistance shall be advisory only, and Norris shall have no liability for any adverse consequences resulting from any such technical assistance.

This limited warranty does not cover any failure caused by the use of sucker rods, pony rods and couplings beyond the recommended limits or designs published by Norris or resulting from improper storage, transportation, handling, makeup or breakout, running or pulling, operating or environmental conditions, wear, deterioration or any other misapplication, alteration, abuse, misuse or accident.

Norris will not be responsible or liable in any event for any loss of production, profits, downtime, accidents, or for any other direct, indirect, incidental, special or consequential damages arising from any cause whatsoever.

Any claim by the original purchaser or user under this limited warranty must be submitted, with support of original purchase invoice, in writing to Norris within two (2) years from the date of tender of delivery for steel sucker rods, pony rods and couplings to the original purchaser or user.

Should a question of defectiveness of any sucker rod, pony rod or coupling arise under this limited warranty, the issue shall be submitted to a qualified independent testing laboratory for opinion.

Prices, specifications and recommendations published by Norris are subject to change at any time without prior notice.

Rod Guides

Norris, A Dover Fluid Management Company, Tulsa, Oklahoma, (hereinafter called “Norris”) warrants its mold-on rod guides for a period of one (1) year to the original purchaser or user with support of invoice that if any mold-on rod guide is found defective (defined as a condition causing a downhole failure in the original well for which they were designed or purchased) in material or workmanship, Norris will replace the same mold-on rod guide(s) without cost to the original

purchaser or user. No other consequential cost or damages shall be the liability of Norris.

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To the extent Norris provides technical information, advice or service concerning Norris' mold-on rod guides or the use of its mold-on rod guides, whether with or without charge, such technical assistance shall be advisory only, and Norris shall have no liability for any adverse consequences resulting from any such technical assistance.

This limited warranty does not cover any failure caused by the use of mold-on rod guides beyond the recommended limits or designs published by Norris or resulting from improper storage, transportation, handling, running or pulling, operating or environmental conditions, wear, deterioration or any other misapplication, alteration, abuse, misuse or accident.

Norris will not be responsible or liable in any event for any loss of production, profits, downtime, accidents, or for any other direct, indirect, incidental, special or consequential damages arising from any cause whatsoever.

Any claim by the original purchaser or user under this limited warranty must be submitted, with support of original purchase invoice, in writing to Norris within one (1) year from the date of tender of delivery for mold-on rod guides to the original purchaser or user.

Should a question of defectiveness of any mold-on rod guide arise under this limited warranty, the issue shall be submitted to a qualified independent testing laboratory for opinion.

Prices, specifications and recommendations published by Norris are subject to change at any time, without prior notice.

NOTICE

This limited warranty is in lieu of all other warranties, expressed or implied, and of all other obligations or liabilities, contractual or otherwise, either to the original purchaser or user or to any other person, including without limitation the implied warranties of merchantability and fitness for a particular purpose which are hereby expressly disclaimed and waived.



**Engineered performance.
Designed tough.**

